

Figure-1

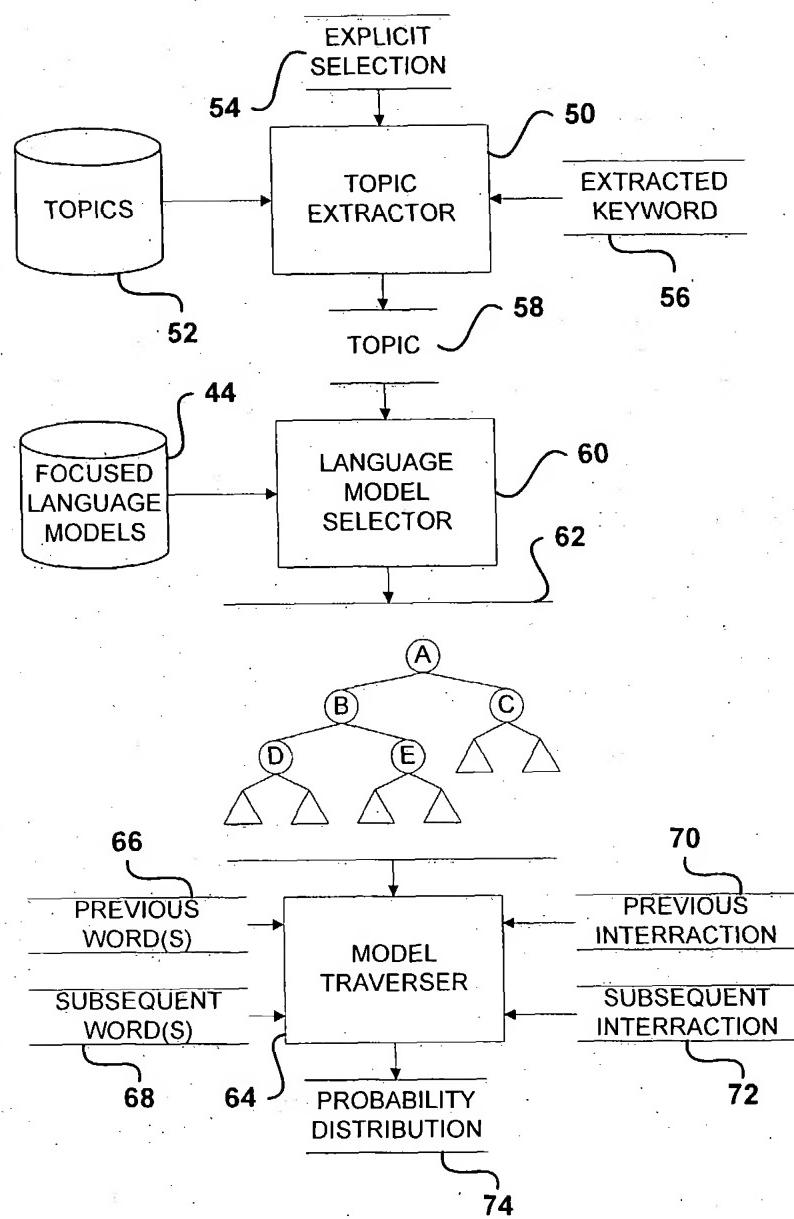


Figure-2

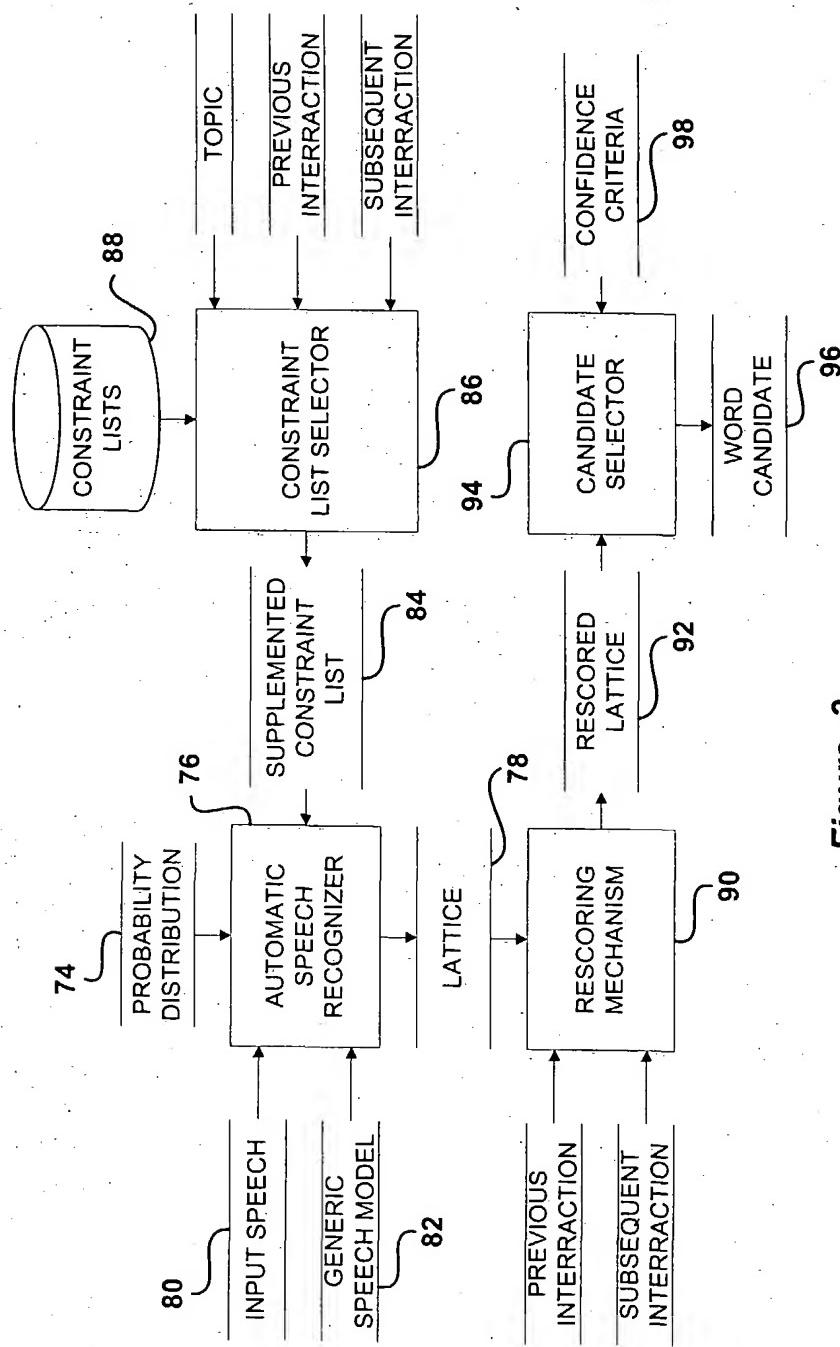


Figure-3

106 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: INTERROGATIVE EXTRACTED KEYWORDS: HELP PHRASE MATCH: GREETING #3 # OF POLITE FORMS = 0 </div>	<div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: DECLARATIVE EXTRACTED KEYWORDS: TRACK COMPUTER PHRASE MATCH: SOLUTION #12 # OF POLITE FORMS = 0 </div>	<div style="border: 1px solid black; padding: 5px;"> [How may I help you?] [#####silence#####] [I will track your computer.] [silence##] [You're welcome, Ma'am.] </div>	<div style="border: 1px solid black; padding: 5px;"> 110 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 2 FORM: DECLARATIVE EXTRACTED KEYWORDS: WELCOME PHRASE MATCH: RESOLUTION #5 # OF POLITE FORMS = 1 </div> </div>
		<div style="border: 1px solid black; padding: 5px;"> [How may I help you?] [#####silence#####] [I will track your computer.] [silence##] [You're welcome, Ma'am.] </div>	<div style="border: 1px solid black; padding: 5px;"> 114 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 2 FORM: DECLARATIVE EXTRACTED KEYWORDS: WELCOME PHRASE MATCH: RESOLUTION #5 # OF POLITE FORMS = 1 </div> </div>
104 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: DECLARATIVE EXTRACTED KEYWORDS: HELP PHRASE MATCH: GREETING #3 # OF POLITE FORMS = 0 </div>	<div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: DECLARATIVE EXTRACTED KEYWORDS: COMPUTER ARRIVE PHRASE MATCH: COMPLAINT #57 </div>	<div style="border: 1px solid black; padding: 5px;"> [How may I help you?] [#####silence#####] [My computer has not arrived.] [silence##] [Thank-you.] </div>	<div style="border: 1px solid black; padding: 5px;"> 102 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: DECLARATIVE EXTRACTED KEYWORDS: COMPUTER ARRIVE PHRASE MATCH: COMPLAINT #57 </div> </div>
		<div style="border: 1px solid black; padding: 5px;"> [How may I help you?] [#####silence#####] [My computer has not arrived.] [silence##] [Thank-you.] </div>	<div style="border: 1px solid black; padding: 5px;"> 108 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: DECLARATIVE EXTRACTED KEYWORDS: COMPUTER ARRIVE PHRASE MATCH: COMPLAINT #57 </div> </div>
100 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 5 FORM: DECLARATIVE EXTRACTED KEYWORDS: COMPUTER ARRIVE PHRASE MATCH: COMPLAINT #57 </div>	<div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 1 FORM: DECLARATIVE EXTRACTED KEYWORDS: THANK-YOU PHRASE MATCH: RESOLUTION #3 </div>	<div style="border: 1px solid black; padding: 5px;"> [How may I help you?] [#####silence#####] [My computer has not arrived.] [silence##] [Thank-you.] </div>	<div style="border: 1px solid black; padding: 5px;"> 112 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 1 FORM: DECLARATIVE EXTRACTED KEYWORDS: THANK-YOU PHRASE MATCH: RESOLUTION #3 </div> </div>
		<div style="border: 1px solid black; padding: 5px;"> [How may I help you?] [#####silence#####] [My computer has not arrived.] [silence##] [Thank-you.] </div>	<div style="border: 1px solid black; padding: 5px;"> 116 <div style="border: 1px solid black; padding: 5px;"> # OF WORDS = 36 OPERATOR ID: 36 CUSTOMER ID: 84472-03 TOPIC: PLACED ORDER # OF TURNS = 5 COMPLAINTS: COMPLAINT #57 SOLUTIONS: SOLUTION #12 INTERRUPTIONS: 0 FRUSTRATION PHRASES: 0 POLITE FORMS: 1 </div> </div>

Figure-4

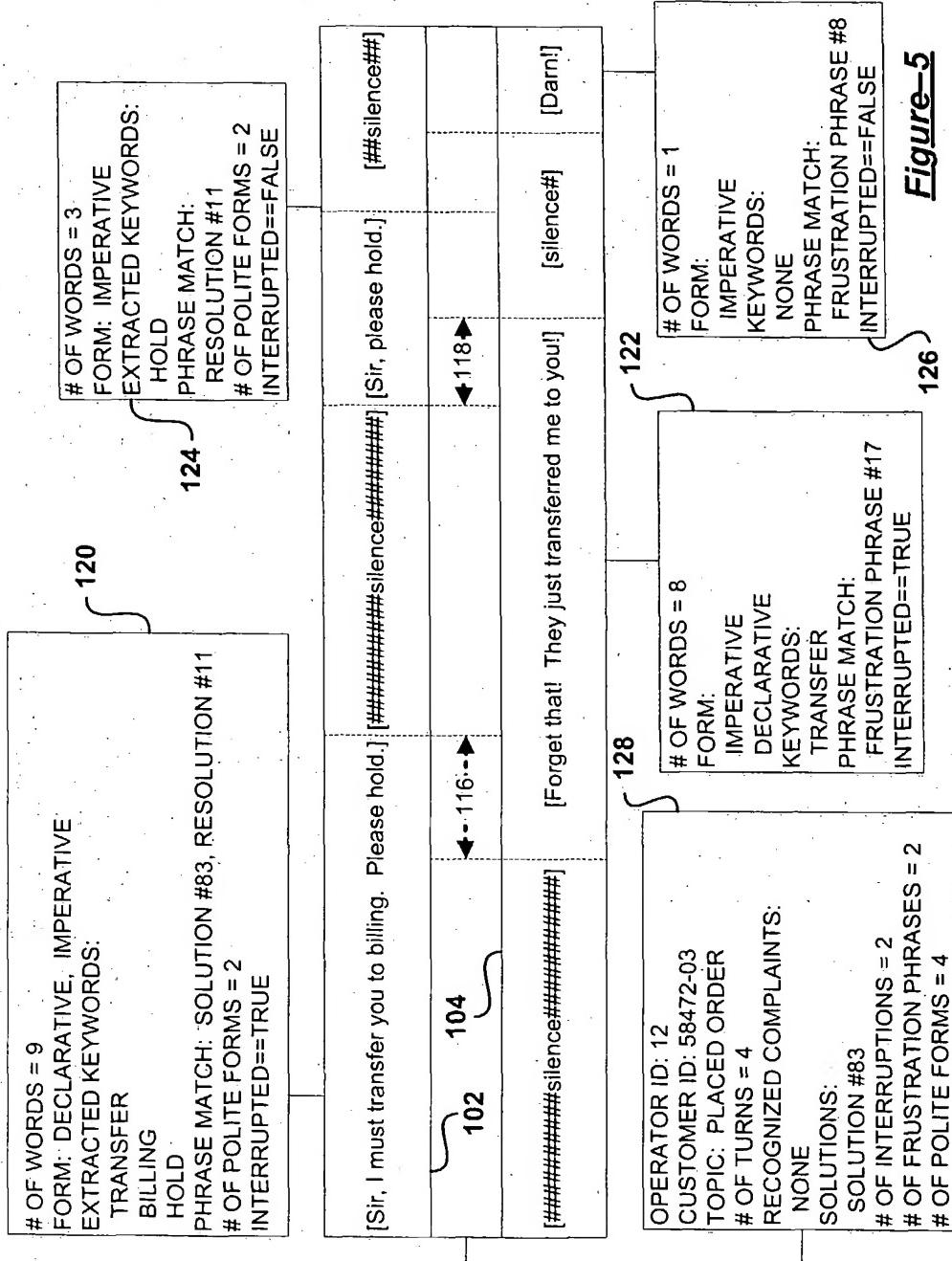


Figure-5

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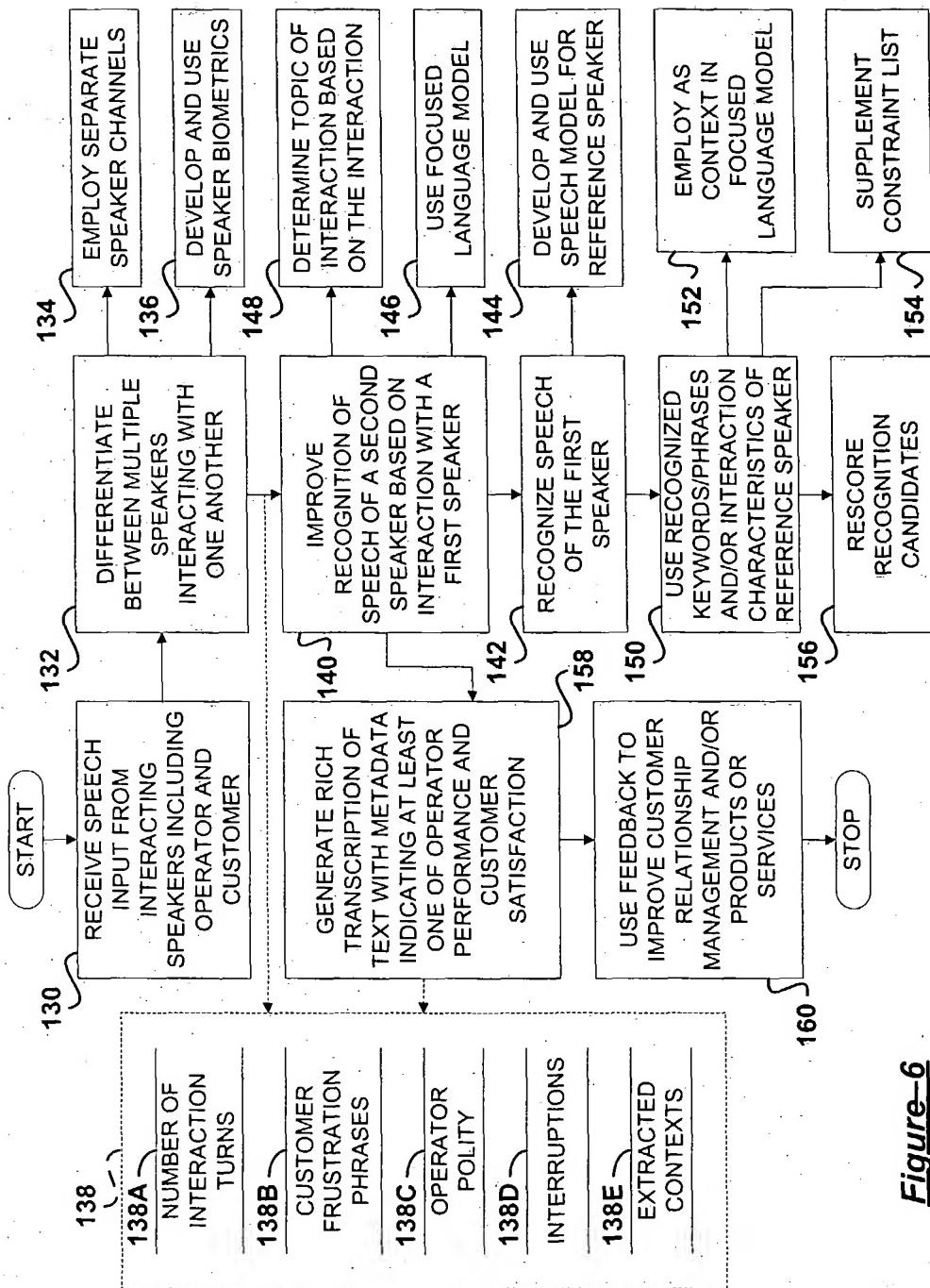


Figure-6